

King County PSRC Needs Assessment Committee's Conclusion:

Committee:

Please see attachment A for an example of the survey.

The needs assessment was on a short turn around time. It was created October 14, 2009 and we requested that it get back by October 23, 2009. The committee first met to discuss and create the survey in early October. Therefore the committee used contacts that they already had in order to disseminate the survey. This was done electronically and with some printed out hard copies. The emails had a link to fill the survey out directly online or an attachment to print out and send in. It was requested that anyone who fits into our target population should fill it out and therefore it was sent to more agencies and people than could be kept track of. The surveys were in English, Chinese, Russian, Vietnamese, and Spanish.

Responses:

There were a total of **4673** responses. Of those 896 were listed over 65, 39 were under 16, 729 earn less than \$1805/month, 750 have a disability, and 536 were unemployed.

*While our target area included elderly, disabled, low-income/unemployed, and children there were many responses from individuals that did not fit into any of these categories. When combining survey results it was discovered that not all of the individual responses had been tracked and therefore it is impossible to identify how many people from each group answered a particular way on each question.

The results are as follows:

How do you get to where you need to go? (Check all that apply)		
Answer Options	Response Percent	Response Count
Drive alone	12.8%	596
Passenger in private car	20.2%	945
Bus/Train	18.7%	872
Walk/bike	12.8%	596
Taxi	5.4%	253
Access/Para Transit	9.2%	431
Volunteer Driver Program	13.6%	635
VanPool	0.9%	42
Agency Van (Medicaid, Community Organization, Senior Shuttle etc.)	4.9%	229
Other	1.4%	67
I would rather not answer this question	0.1%	7
<i>answered question</i>		4673

What neighborhood problems make travel hard? (Check all that apply)		
Answer Options	Response Percent	Response Count

No Problems	20.6%	673
Concerned about personal safety	18.3%	599
Unable to get to stop/station	15.9%	520
Weather	21.6%	707
No audible light signal or safe place to cross street	6.6%	216
Road hazards or Obstacles	8.0%	260
I prefer not to answer	1.5%	48
Other	7.6%	247
answered question		3270

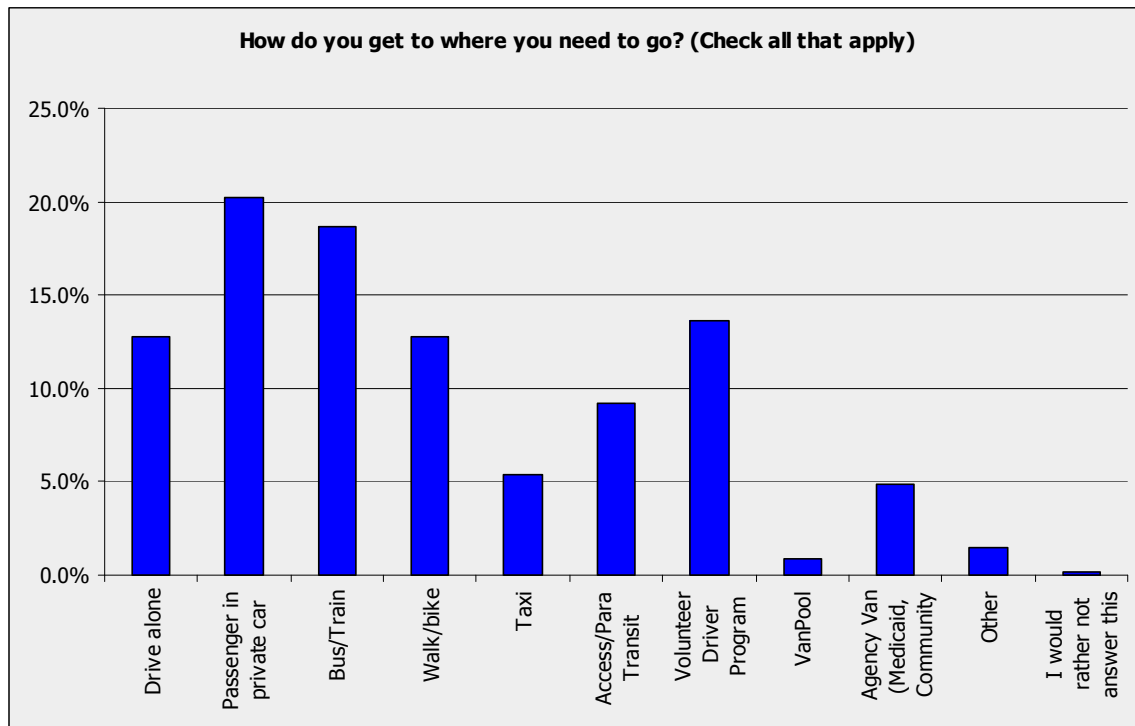
What else has kept you from getting to where you need to go?

Answer Options	Response Percent	Response Count
Nothing, no problem	13.7%	453
Money	18.3%	604
Trips take too long, too many transfers required	24.5%	807
Language	8.2%	270
I don't know bus/train schedules	8.0%	265
I don't know if there is transportation in my neighborhood	4.9%	162
No service nights/weekends	12.3%	405
My mobility aids will not fit on bus, van	2.1%	68
I prefer not to answer	1.2%	38
Other	6.8%	223
answered question		3295

I ... (Please check all that apply)

Answer Options	Response Percent	Response Count
am over 65	21.6%	896
am 36-64	16.9%	701
am 17-35	11.2%	463
am under 16	0.9%	39
earn less than \$1,805 per month	17.6%	729
have a disability	18.1%	750
am unemployed	12.9%	536
prefer not to answer this question	0.7%	30
answered question		4144

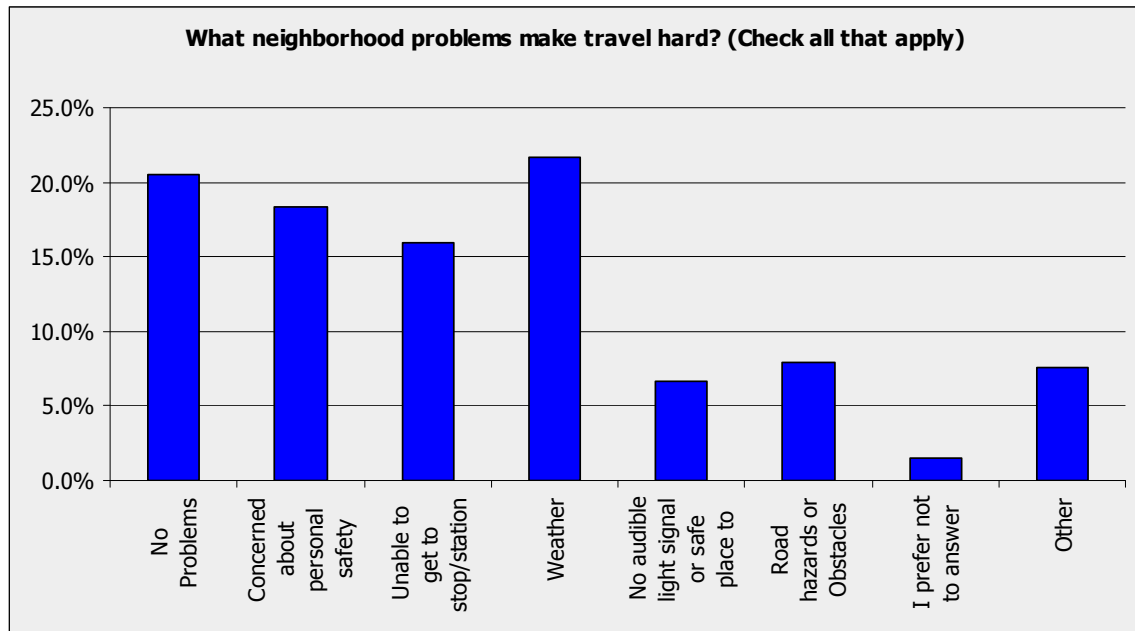
Question 1:



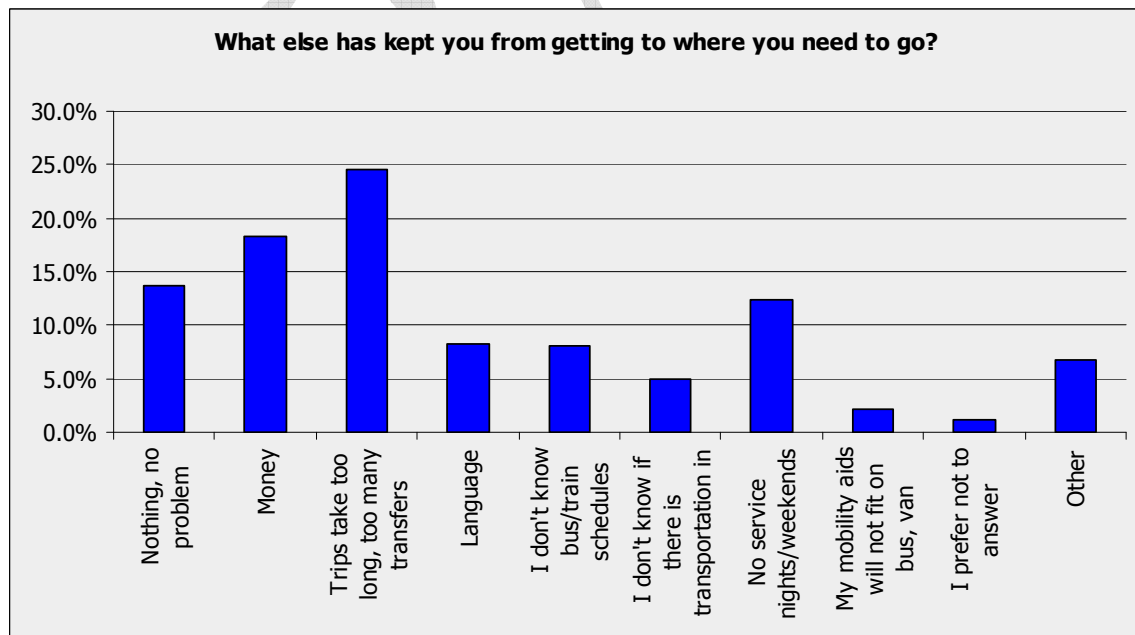
Question 2 was a fill in the blank question with many varied answers. Attached (Exhibit B) is a selection of pertinent and well written comments that help to encompass the sentiment expressed by most of those who took the time to write about their concerns.

Is there anywhere in King County that you want to get to but can't because there isn't transportation that works for you?		
Answer Options	Response Count	
	764	
<i>answered question</i>		764
<i>skipped question</i>		824

Question 3:



Question 4:



Conclusions:

While this survey was not scientific it did receive an overwhelming response. The committee determined that this large response indicated that people wanted a place to give feedback regarding their transportation needs. The PSRC Needs Assessment Committee should do a regular survey in order to highlight where the needs in our community exist.

Drawbacks:

Those that responded to this survey likely are receiving at least some services that they need. There are many more in our community that are in the PSRC target population that may have even more needs but we were unable to get to because they are not receiving services from any of the CBOs that helped to deliver the survey. In order to better identify what the needs could be it is important to work with the King County Demographer to identify how many people in King County meet the criteria of being in the Special Needs population.

Exhibit A:

King County PSRC Transportation Needs Survey 10/9/09

Please return this survey to the person who gave it to you. **OVER**

In order to take advantage of Federal, State and Local funding opportunities that may address the transportation needs of children, low-income persons, people with disabilities and seniors, our King County area must update its "Coordinated Special Needs Transportation PLAN". This PLAN must identify some of the unmet needs for these populations. You can help identify those "unmet needs" by taking the time to fill out the survey.

Please return it by October 23.

Thank you very much.

Jolene Stanislawski

Market Development, Service Development

Mail Stop: YES-TR-0600

400 Yesler Way

Seattle, WA 98104-2683

Jolene.stanislawski@kingcounty.gov

1. How do you get to where you need to go? (Check all that apply)

- ☐ Drive alone
- ☐ Passenger in private car
- ☐ Bus/Train
- ☐ Walk/bike
- ☐ Taxi
- ☐ Access/Para Transit
- ☐ Volunteer Driver Program
- ☐ VanPool
- ☐ Agency Van (Medicaid, Community Organization, Senior Shuttle etc.)
- ☐ I would rather not answer this question
- ☐ Other: _____

2. Is there anywhere in King County that you want to get to but can't because

there isn't transportation that works for you?

King County PSRC Transportation Needs Survey 10/9/09

Please return this survey to the person who gave it to you. **OVER**

3. What neighborhood problems make travel hard? (Check all that apply)

- ☐ No Problems
- ☐ Concerned about personal safety
- ☐ Unable to get to stop/station

- ☐ Weather
 - ☐ No audible light signal or safe place to cross street
 - ☐ Road hazards or Obstacles
 - ☐ I prefer not to answer
 - ☐ Other: _____
- 4. What else has kept you from getting to where you need to go?**
- ☐ Nothing, no problem
 - ☐ Money
 - ☐ Trips take too long, too many transfers required
 - ☐ Language
 - ☐ I don't know bus/train schedules
 - ☐ I don't know if there is transportation in my neighborhood
 - ☐ No service nights/weekends
 - ☐ My mobility aids will not fit on bus/van
 - ☐ I prefer not to answer
 - ☐ Other
- 5. I ... (Please check all that apply)**
- ☐ am over 65
 - ☐ am 36-64
 - ☐ am 17-35
 - ☐ am under 16
 - ☐ earn less than \$1,805 per month
 - ☐ have a disability
 - ☐ am unemployed
 - ☐ prefer not to answer this question

Exhibit B

The essay responses to question number two were varied but there were some common themes.

People could not get access to relatives' homes, the doctor, church, or recreation. They also did not like how long it took to take any of the public transportation options.

Below are a few comments that help to capture the general sentiments from those in our target groups:

Getting to and from work is problematic not because of the location, but because Access does not seem designed to get people to destination by a specific time. I am regularly late. Maintaining employment is therefore very difficult.

I can get to work but I have to start 1 hour later than other employees because I cannot get to work by 7am. In order to get to Federal Way by 8 am for work I must leave my house at 5:40am and take 3 buses. Trouble with ORCA card not accepted on Sound Transit Express #565 and the #402 bus.

Rose Hill, Kirkland area. One side of major thoroughfare has service on Sundays, while directly across the street, there is no service on Sundays. Because we must have a phone number and address (for Metro), it's not possible to merely cross the street and go shopping, church, etc. on Sundays.

I can't get home from my birthing classes Friday's because they end late and no busses run that late and Hopelink won't take me until I am 36 weeks along.

Yes But I've forgot the name of the place. It was for employment. But I couldn't take the job because there was no bus route there.

Can't get to counseling and medical appointments because not qualifying for Hopelink and cannot get ride, cannot ride bus

Many ortho-trauma clinic patients must come from all over WA/ the NW for follow up appointments. Many have limited money and resources and limited social supports. Navigating all the systems to schedule rides can be very difficult for such patients.

Many of my patients take bus to shop, many of my patients walk to shops around them, many of my patients take taxis to medical appointments and are upset that Hopelink guidelines have become more stringent i.e.: need disability or to be ill. Often families are needing to navigate several children with them to appointments because they don't have daycare and it is scary and a safety risk for them to try to manage several young children on public transportation. Many families live in

areas they consider dangerous. Families with multiple children cannot protect several children at once from extreme weather. Several parents report that it can take them up to two-three hours one way to get their children's medical appointments due to bus transfers. Several families are fairly new to Seattle or US and find it confusing and scary to try to navigate the bus system. one mother finally learned how to get to Harborview but now refuses any referral to specialty care at Seattle Children's Hospital for any of her children because she is scared to find a different place, she has 9 children.

Yes. The service hours are so restricted that it makes it impractical to go very far. I have limited time to be away from home. A parent/guardian/care provider for someone in the Maple Valley (SE King County) area I have been very frustrated using the transportation provided (Access bus). The window of hours that is available in this area is only 9am to 3pm. If my daughter needs to be picked up before nine, which occurs if she needs to be somewhere by 10am, then I have to transport her or else drive a couple of miles away and wait for the Access bus to come to an alternate pick-up site. My daughter is in her final year of transition in the Tahoma School District. Since I am not always available to take her and pick her up when she meets with her job vendor it seriously limits when she can meet. As she looks for work it will also limit the jobs that are available to her because of the time constraints on her transportation. She won't be able to work before 10:30 am or later than 3 pm. I know that the economic times most agency budgets are being tightened; however there are many families in this community that I know are experiencing the same frustrations and would like more access to public transportation. I understand that all services may not be able to be provided, but please consider lengthening the service hours at least during the day.

Lauren just turned 18. As she needs to get around more in the community, we hope to have options for transportation to increase on independence and quality of life as a young adult with the 1st priority of safety. [Barriers include] lack of bus stops in our neighborhood, lack of sidewalk, heavily wooded areas on way to any bus stops- lack of security.

Very hard to get to the cemetery at Aurora Ave. in Seattle

I am using "Access" and I am having a hard time because for some reason the driving takes 2 hours instead of 10 minutes.

I am having health problems because of the long driving.

I am using Paratransit, but it is very hard to get hold of anybody in that company to get the car and usually it takes couple days. Sometimes the driver is very late and I am late for my doctor appointment.